



# Release Notes for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3

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**Revised: January 30, 2006**

These release notes describe the new features and caveats for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3.



## Note

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To view the release notes for previous versions of Cisco Unified MeetingPlace Network Backup Gateway, go to:

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/mpnwbu/nwbu53/nwbugw53/index.htm>

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You can access the latest software upgrades and release notes for all versions of Cisco Unified MeetingPlace Network Backup Gateway on Cisco Connection Online (CCO) at the following URL:

<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

## Contents

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**Corporate Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

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## Introduction

The Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 protects the Cisco Unified MeetingPlace system database information by backing up the database from the Cisco Unified MeetingPlace Audio Server system to a designated location on the network where the database can then be backed up by using your standard corporate process.



### Note

The Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 replaces the tape backup and interim FTP backup processes. If you are using the FTP backup process, we recommend that you upgrade to Cisco Unified MeetingPlace Network Backup Gateway because its encryption offers greater security.

## System Requirements

The following sections contain system requirements for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3:

- [Cisco Unified MeetingPlace Network Backup Gateway Requirements, page 2](#)
- [Cisco Unified MeetingPlace Audio Server Requirements, page 2](#)
- [Network Requirements, page 2](#)

## Cisco Unified MeetingPlace Network Backup Gateway Requirements

The following are the system requirements for the Cisco Unified MeetingPlace Network Backup Gateway:

- Cisco Unified MeetingPlace Network Backup Gateway Release 5.3
- Cisco Media Convergence Server (MCS) 7800 series server with the Cisco Systems version of the Microsoft Windows 2000 server operating system installed
- One primary IP address for communication between the Cisco Unified MeetingPlace Audio Server and the Cisco Unified MeetingPlace Network Backup Gateway Release 5.3

## Cisco Unified MeetingPlace Audio Server Requirements

Cisco Unified MeetingPlace Audio Server Release 5.3 or a later release.

## Network Requirements

The following are the network requirements for the Cisco Unified MeetingPlace Network Backup Gateway:

- One LAN PC or a network file server (NFS) with a minimum of 4 GB of disk space on which to back up the Cisco Unified MeetingPlace Audio Server files.

- For best performance, the Cisco Unified MeetingPlace Audio Server and Cisco Unified MeetingPlace Network Backup Gateway must be located on the same subnet.

## Cisco Unified MeetingPlace Product Compatibility Matrix

For information about the compatibility of Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 with Cisco Unified MeetingPlace components, see the “Cisco Unified MeetingPlace Product Compatibility Matrix” section in the *Installation Planning Guide for Cisco Unified MeetingPlace Release 5.3*.



### Note

Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 is not compatible with Cisco Security Agent (CSA). We recommend that you do not install Cisco Security Agent on a gateway server where Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 is or will be installed.

If Cisco Security Agent is installed on an end-user system, users will see a security alert when they attempt to use the application-sharing feature. Users can choose to proceed with the feature and use application-sharing without difficulty.

## Related Documentation

For additional information about Cisco Unified MeetingPlace products or about obtaining documentation or technical support, see the *Guide to Cisco Conferencing Documentation and Support* at the following URL:

[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_documentation_roadmaps_list.html)

## Resolved Caveats for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3

You can find the latest resolved caveat information for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3 by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



### Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log on to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

This section includes the following topics:

- [Using Bug Toolkit, page 4](#)
- [Saving Bug Toolkit Queries, page 5](#)

# Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.

## Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.

To view all caveats for Cisco Unified MeetingPlace, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco MeetingPlace** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cis co MeetingPlace**.

- Step 5** Click **Next**. The Cisco MeetingPlace search window displays.
- Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
- a. Choose the Cisco Unified MeetingPlace version:
    - Choose the major version for the major releases (such as 5.1, 5.2, or 5.3).  
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
    - Choose the revision for more specific information.  
A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
  - b. Choose the Features or Components to query; make your selection from the “Available” list and click Add to place your selection in the “Limit search to” list.
    - To query for all Cisco Unified MeetingPlace caveats for a specified release, choose “All Features” in the left window pane.



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**Note** The default value specifies “All Features” and includes all of the items in the left window pane.

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- c. Enter keywords to search for a caveat title and description, if desired.



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**Note** To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

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- d. Choose the Set Advanced Options, including the following items:
  - Bug Severity Level—The default specifies 1-3.
  - Bug Status Group—Check the **Fixed** check box for resolved caveats.

- Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
- You can save your query for future use. See the [“Saving Bug Toolkit Queries” section on page 5](#).



**Note**

For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

## Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

### Procedure

- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit” section on page 4](#).
- Step 2** In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
  - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



**Note**

This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
  - **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include:

- **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
- **Weekly summaries**—Bug Toolkit provides weekly summary updates.
- **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.

**Step 6** To save your changes, click **Save**.

**Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

[Table 1](#) describes the defects that have been fixed in Cisco Unified MeetingPlace Network Backup Gateway Release 5.3. For the complete description of a defect, use the Bug Toolkit (described in the [“Using Bug Toolkit”](#) section on page 4).

<b>Defect Number</b>	<b>Description</b>
CSCIt22530	In, Cisco Unified MeetingPlace Backup Configuration, every time you click an OK button, it shows “Change may not take effect until you restart your system.” It should only say it when there's change. <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCIt22530">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCIt22530</a>
CSCSa41156	Cisco Unified MeetingPlace Network Backup Gateway should use the most recent version of the Gateway SIM (GWSIM) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCSa41156">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCSa41156</a>

## Open Caveats for Cisco Unified MeetingPlace Network Backup Gateway Release 5.3

[Table 2](#) describes the open defects in Cisco Unified MeetingPlace Network Backup Gateway Release 5.3. For the complete description of a defect, use the Bug Toolkit (described in the [“Using Bug Toolkit”](#) section on page 4).

<b>Defect Number</b>	<b>Description</b>
CSCsb57697	Gateway service disappears when configuring network backup. <b>Workaround:</b> Configure the backup gateway to use the "LocalSystem" account as the service logon account; this will reinstall the service and enable it. <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb57697">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb57697</a>

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation by using the embedded feedback form on Cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

# Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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